

WE CLAIM:

1. A remote reconfiguration computer system, comprising:

5 a storage management host installed in a client data storage system, wherein the client data storage system includes a data storage subsystem having a first configuration and comprising at least one master storage unit for storing data and providing access to the stored data and one host linked to the master storage unit, and further wherein the storage management host is
10 communicatively linked to and adapted to provide remote access to the master storage unit and the host; and

a remotely located reconfiguration center communicatively linked to the storage management host configured for receiving a reconfiguration request for
15 the client data storage system and for transferring a logical implementation of a second configuration to the client data storage system via the storage management host, wherein the client data storage system is operable to process the logical implementation to configure the
20 data storage subsystem in the second configuration.

2. The computer system of claim 1, wherein the storage management host is a terminal server configured to provide Ethernet connection to a local area network (LAN) connected to the host and the master storage unit.

3. The computer system of claim 2, wherein the storage management host is further configured to provide serial connection with the master storage unit.

4. The computer system of claim 1, further including a second data storage subsystem having at least one master storage unit and at least one host linked to the master storage unit and wherein the master storage

5 unit of the second data storage subsystem is a different
type of data storage device than the master storage unit
of the other data storage subsystem.

5 5. The computer system of claim 1, wherein the
transferred logical implementation includes executables
that affect a change in the first configuration selected
from the group consisting of a logical unit number (LUN)
size change, cache blocking, establishing hot standby,
changing RAID, logically moving the master storage unit
or a portion thereof, mainframe device type changing,
adding channels, and increasing performance.

5 6. The computer system of claim 1, wherein the
reconfiguration center includes a modem and the client
data storage system includes a dialback modem, wherein
the dialback modem is adapted to respond to a connection
initiated from the modem by requesting entry of a
password, to verify an entered password, to upon
verification of the password disconnect the connection
and initiate a connection to the modem.

7. A method for remotely reconfiguring a data
storage system, comprising:

5 installing a storage management host within a client
data storage system and communicatively linking the
storage management host to a remotely-located
reconfiguration system and to a master storage unit in
the client data storage system;

10 transferring from the reconfiguration system a
logical implementation of a data storage system
configuration to the storage management host; and

executing the logical implementation to reconfigure
the master storage unit from a first to a second
configuration.

8. The method of claim 7, further including prior to the transferring, receiving a reconfiguration request for the client data storage system and determining the first configuration.

9. The method of claim 8, further including identifying a predetermined level of reconfiguration services from a plurality of service level options and creating the logical implementation based on the identified level of reconfiguration services.

10. The method of claim 9, wherein the service level options comprises services selected from the group consisting of changing logical unit number (LUN) size, cache blocking, establishing hot standby, changing RAID, logically moving the master storage unit or a portion thereof, changing mainframe device type, adding channels, increasing performance, and providing ongoing configuration monitoring.

11. The method of claim 7, further including remotely verifying and testing the second configuration.

12. The method of claim 7, further including prior to the transferring, monitoring the client data storage system and based on the monitoring, transmitting a recommended reconfiguration for the master storage unit.

13. A method of providing reconfiguration services, comprising:

receiving a customer request for reconfiguration services for a data storage system;

determining if the customer request originated with a preexisting client or a new client;

if from a preexisting client, routing the customer request to a remote reconfiguration center for processing and obtaining client information;

10 determining if a valid contract is in a reconfiguration contracts file in memory; and

if a valid contract is located, remotely reconfiguring the data storage system.

14. The method of claim 13, further including if the contract determining fails to identify a valid contract, establishing a contract for a selectable level of reconfiguring services, updating the reconfiguration
5 contracts file, collecting a method of payment, and submitting collected information to a financial center for invoicing for the reconfiguration services.

15. The method of claim 13, further including if the customer request is not from a preexisting client, collecting customer information including information on a first configuration for the data storage system,
5 utilizing the customer information to identify reconfiguration services and equipment for the reconfiguration services, and performing the reconfiguration to alter the data storage system from the first configuration to a second configuration.

16. The method of claim 15, further including prior to the performing determining whether a reconfiguring services contract is to be formed, if a contract is to be formed, establishing a contract including an indication
5 of a level of reconfiguration services and updating the reconfigurations contracts file.